

Formal Complaint Regarding Inaccessible Facilities for Disabled Passengers

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Recipient's Name]

[Recipient's Title]

[Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Recipient's Name],

I am writing to formally express my concern regarding the inadequate facilities for disabled passengers on your trains. On [specific date], I experienced significant difficulty during my journey from [Departure Station] to [Arrival Station]. The [specific issue, e.g., lack of elevator access, insufficient seating areas, etc.] severely impacted my travel experience.

As a regular patron of your services, I believe it is essential that all passengers, regardless of their physical abilities, are afforded the same level of access and comfort. Unfortunately, the current state of these facilities does not meet these standards.

I would appreciate your immediate attention to this matter, along with an outline of the steps your company plans to take to improve accessibility for disabled passengers. Thank you for your consideration.

Sincerely,

[Your Name]